

U.S. Embassy Lusaka Warden Message
Additional Contact Number and New Registration Information

November 9, 2010

Additional Contact Number

The U.S. Embassy informs U.S. citizens in Zambia of an additional way to contact the Embassy in case of emergency. Apart from the 24-hr/7-day land line number 0211-250-955, U.S. citizens can also reach the Embassy on cell number 0966-877-805. For routine matters, U.S. citizens should schedule an [online appointment](#) on the Embassy website or call 0211-250-955 x2234 during business hours if experiencing Internet connectivity problems. U.S. citizens can also reach us by email for routine queries at acslusaka@state.gov, but note that we can only check emails during the business day.

New Registration Site

On November 10, the State Department travel registration program will be renamed the "Smart Traveler Enrollment Program (STEP)." The process remains the same; only the name has changed to make the program more easily identifiable to U.S. citizens, who are encouraged to enroll before commencing overseas travel, or while traveling or residing abroad. The program will be identifiable on the www.travel.state.gov website by a blue suitcase with a checkmark inside. The old travel registration link will be replaced by www.travel.state.gov/step.

U.S. citizens who have already registered with the Embassy either in person or online do not need to enroll in STEP, as previous data will be maintained.

Registered Americans can assist U.S. citizens who are not yet registered, or are planning a trip to Zambia, by encouraging enrollment in STEP. Enrollment enables the Embassy to better help American citizens in case of emergency.

Enrollment is free and easy. New enrollees are invited to follow the below instructions, and current enrollees/registrants can use this information to update their record or add trips.

First, American citizens will create an account by clicking on the "Create an Account" link and following the instructions provided. This allows citizens to

select a username and password to access travel data at any time. The account will also contain an enrollee's personal information so that it can be saved and used again whenever the enrollee travels abroad. The personal information section includes basic information and an emergency contact who is not traveling with the enrollee. Once an account is created, the enrollee can view a personal profile and add trips or overseas residences to sign up with a specific U.S. embassy or consulate. Enrollees click on the "Add Trip" button or "Add Overseas Residence" buttons to add this information. American citizens should follow through the pages, and provide as much information as available. There are few required fields, but more information enables the Embassy to offer better and faster service when needed. Enrollees will receive a confirmation email to ensure successful enrollment.

U.S. citizens traveling abroad should regularly monitor the U.S. Embassy's website and the U.S. Department of State's [Bureau of Consular Affairs website](#) where the current Worldwide Caution, Travel Warnings, Travel Alerts, and Country Specific Information can be found. The U.S. Embassy also encourages U.S. citizens to review "[A Safe Trip Abroad](#)" which includes valuable security information for those both living and traveling abroad. In addition to information on the Internet, travelers may obtain up-to-date information on security conditions by calling 1-888-407-4747 toll-free in the U.S. and Canada, or outside the U.S. and Canada on a regular toll line at 1-202-501-4444.

[U.S. Embassy Lusaka](#)

Corner of United Nations and Independence Avenues
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